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RPL Application Form

CERTIFICATE IV IN BEAUTY THERAPY [WRB40105]

Date ____/____/____

PERSONAL DETAILS

Surname: _____

Given Name(s): _____

Student ID No: *(if enrolled)* _____

Residential Address: _____

Suburb: _____ State _____ Pcode: _____

Hm Tel: _____ Wk Tel: _____ Mob: _____

Email: _____

D.O.B: ____/____/____ What is your Gender? Male Female

PLEASE TICKS ELEMENTS FOR WHICH YOU WISH TO APPLY FOR RPL:

UNIT / ELEMENT		PLEASE TICK
WRBBS201B Provide manicure and pedicure services		
1	Prepare client	
2	Remove artificial nails	
3	Apply/refill artificial nails	
4	Provide aftercare advice	
WRBBS407B Provide body treatments		
1	Confirm client treatment	
2	Prepare client and service area for body treatments	
3	Apply body treatment products	
4	Perform body massage	

5	Provide electrical body treatments	
6	Provide aftercare advice	
WRBCS201B Conduct financial transactions		
1	Operate point of sale equipment	
2	Perform point of sale transactions	
3	Complete sales	
4	Remove takings from register/terminal	
5	Reconcile takings	
WRBCS203B Provide service to clients		
1	Receive clients	
2	Deliver customer service to clients	
3	Schedule clients	
4	Respond to client complaints	
5	Identify clients' special customer service needs/requirements	
WRBCS204A Apply knowledge of nail science to nail services		
1	Apply knowledge of nail science to beauty treatments	
2	Apply knowledge of the structure and function of nails to beauty treatments	
3	Promote skin health and care	
WRBCS305A Apply knowledge of skin biology to beauty treatments		
1	Apply knowledge of nail science to beauty treatments	
2	Apply knowledge of the structure and function of nails to beauty treatments	
3	Apply knowledge of the structure and function of nails to beauty treatments	
WRBCS306B Advise on beauty services		
1	Develop product knowledge	
2	Identify beauty products and services	
3	Recommend specialized products and services	
WRBCS407A Develop a treatment plan for beauty therapy treatments		
1	Determine client requirements	
2	Analyse client characteristics	
3	Identify contra-indications	
4	Develop treatment plan	
WRBCS408A Apply knowledge of anatomy and physiology to beauty therapy treatments		
1	Apply knowledge of anatomical and physiological terminology to beauty therapy treatments	
2	Apply knowledge of anatomy and physiology to beauty therapy treatments	
3	Apply knowledge of the body's systems to beauty therapy treatments	
WRBCS409A Apply knowledge of skin science to beauty therapy treatments		
1	Apply knowledge of skin science to beauty therapy treatments	
2	Apply knowledge of skin disorders to beauty therapy treatments	
3	Promote skin health and care	
WRBCS410A Apply knowledge of electricity to beauty therapy treatments		
1	Apply knowledge of electricity to beauty therapy treatments	
2	Perform beauty therapy treatments using direct and alternating current appliances	
3	Perform beauty therapy treatments using electrical muscle stimulation micro current equipment	
4	Promote electrical safety	
WRBCS411A Apply knowledge of nutrition to beauty therapy treatments		
1	Apply knowledge of the importance of nutrition in the performance of beauty therapy treatments	
2	Apply knowledge of the body's systems to beauty therapy treatments	
3	Provide advice on dietary guidelines	

WRBCS412A Apply knowledge of cosmetic chemistry to beauty therapy treatments		
1	Apply knowledge of cosmetic chemistry to beauty therapy treatments	
2	Apply knowledge of cosmetic products to beauty therapy treatments	
3	Select products to complement beauty therapy treatments	
WRBCS513B Investigate new products and services		
1	Analyse market	
2	Plan product and service range	
3	Maintain supplier relations	
4	Negotiate supply of goods	
5	Monitor quality control	
6	Introduce product range	
7	Maximise profit	
8	Rationalise stock	
WRBFS202B Design and apply make-up		
1	Prepare client	
2	Cleanse face	
3	Analyse face and design makeup plan	
4	Select products and equipment	
5	Apply makeup	
6	Apply false eyelashes	
7	Advise on further product use	
WRBFS305B Provide lash and brow treatments		
1	Prepare client for service	
2	Chemically treat eyelash and eyebrows	
3	Shape eyebrows	
WRBFS406B Provide facial treatments		
1	Confirm treatment plan	
2	Prepare client for facial treatment	
3	Prepare treatment area	
4	Perform massage	
5	Apply skin care products	
6	Advise on further treatments	
WRBFS407B Provide advanced facial treatments		
1	Confirm treatment plan	
2	Prepare client and work area for facial treatment	
3	Prepare treatment area	
4	Treat prematurely aged skin	
5	Treat red, flushed skin (erythema)	
6	Treat mature seborrhea and/or acne	
7	Advise on further treatments	
WRBSS302B Provide temporary epilation and bleaching treatments		
1	Prepare the client for service	
2	Perform waxing treatments	
3	Perform bleaching treatments	
4	Provide aftercare advice	
WRRCS1B Communicate in the workplace		
1	Establish contact with customers	
2	Process information	
3	Work in a team	
4	Maintain personal presentation	

5	Follow routine instructions	
6	Read and interpret retail documents	
7	Use numbers in the workplace	
WRRER1B Work effectively in a retail environment		
1	Act responsibly	
2	Act in a non-discriminatory manner	
3	Identify the award/agreement	
WRRLP1B Apply safe working practices		
1	Observe basic safety procedures	
2	Observe basic emergency procedures	
WRRS1B Sell products and services		
1	Apply product knowledge	
2	Approach customer	
3	Gather information	
4	Sell benefits	
5	Overcome objections	
6	Close sale	
7	Maximise sales opportunities	
WRR03B Provide a safe working environment		
1	Develop policies to establish and maintain a safe working environment	
2	Consult with staff	
3	Establish and maintain a safe working environment	
4	Assess risks	
5	Control risks	
6	Establish and maintain policies for hazardous events	
7	Train staff	
8	Establish and maintain record system	
9	Evaluate policies and procedures	
WRRM2B Perform routine housekeeping duties		
1	Organise work area	
2	Clean work area	
WRBCS202A Apply techniques to update knowledge of the beauty industry		
1	Source information on the beauty industry	
2	Source and apply information on legal and ethical issues for the beauty industry	
3	Update beauty industry knowledge	

In seeking RPL for a unit you would need to demonstrate that you already perform these tasks in your work or life experience. Evidence to meet an element of a unit could include job descriptions, performance reviews, reports and documents detailing projects that you have led or worked on that have achieved objectives etc. Some examples are provided below:

EXAMPLES OF EVIDENCE MAY INLCUDE: *The following are examples only.*

UNIT / ELEMENT		EVIDENCE
WRBBS201B Provide manicure and pedicure services		
1	Prepare client	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning.

		Theory test.
2	Remove artificial nails	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Apply/refill artificial nails	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
4	Provide aftercare advice	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
WRBBS407B Provide body treatments		
1	Confirm client treatment	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
2	Prepare client and service area for body treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Apply body treatment products	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
4	Perform body massage	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
5	Provide electrical body treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
6	Provide aftercare advice	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test. Role play.
WRBCS201B Conduct financial transactions		
1	Operate point of sale equipment	Third party report, letter of endorsement.

		<p>Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning</p>
2	Perform point of sale transactions	<p>Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning</p>
3	Complete sales	<p>Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning</p>
4	Remove takings from register/terminal	<p>Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning</p>
5	Reconcile takings	<p>Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning</p>
WRBCS203B Provide service to clients		
1	Receive clients	<p>Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents written. Training completed. Practical testing. Job Description and performance criteria.</p>

2	Deliver customer service to clients	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents written. Training completed. Job Description and performance criteria.
3	Schedule clients	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents written. Training completed. Oral Questioning Job Description and performance criteria.
4	Respond to client complaints	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents written. Training completed. Job Description and performance criteria. Oral questioning.
5	Identify clients' special customer service needs/requirements	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents written. Training completed. Job Description and performance criteria.
WRBCS204A Apply knowledge of nail science to nail services		
1	Apply knowledge of nail science to beauty treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
2	Apply knowledge of the structure and function of nails to beauty treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Promote skin health and care	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
WRBCS305A Apply knowledge of skin biology to beauty treatments		
1	Apply knowledge of nail science to beauty treatments	Practical activity or challenge test. Training completed

		Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
2	Apply knowledge of the structure and function of nails to beauty treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Apply knowledge of the structure and function of nails to beauty treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
WRBCS306B Advise on beauty services		
1	Develop product knowledge	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
2	Identify beauty products and services	Challenge test or practical activity. Third party report, letter of endorsement. Awards, prizes, certificates. Performance Appraisals. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning
3	Recommend specialized products and services	Challenge test or practical activity. Third party report, letter of endorsement. Awards, prizes, certificates. Performance Appraisals. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning
WRBCS407A Develop a treatment plan for beauty therapy treatments		
1	Determine client requirements	Challenge test or practical activity. Third party report, letter of endorsement. Awards, prizes, certificates. Performance Appraisals. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning
2	Analyse client characteristics	Challenge test or practical activity. Third party report, letter of endorsement. Awards, prizes, certificates. Performance Appraisals. Reports / documents / emails written. Training completed. Job Description and performance criteria.

		Oral questioning
3	Identify contra-indications	Challenge test or practical activity. Third party report, letter of endorsement. Awards, prizes, certificates. Performance Appraisals. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning
4	Develop treatment plan	Challenge test or practical activity. Third party report, letter of endorsement. Awards, prizes, certificates. Performance Appraisals. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning
WRBCS408A Apply knowledge of anatomy and physiology to beauty therapy treatments		
1	Apply knowledge of anatomical and physiological terminology to beauty therapy treatments	Challenge test or practical activity. Third party report, letter of endorsement. Awards, prizes, certificates. Performance Appraisals. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning
2	Apply knowledge of anatomy and physiology to beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Apply knowledge of the body's systems to beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
WRBCS409A Apply knowledge of skin science to beauty therapy treatments		
1	Apply knowledge of skin science to beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
2	Apply knowledge of skin disorders to beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Promote skin health and care	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
WRBCS410A Apply knowledge of electricity to beauty therapy treatments		
1	Apply knowledge of electricity to beauty therapy	Practical activity or challenge test.

	treatments	Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
2	Perform beauty therapy treatments using direct and alternating current appliances	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Perform beauty therapy treatments using electrical muscle stimulation micro current equipment	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
4	Promote electrical safety	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Work place policy and procedures. Theory test.
WRBCS411A Apply knowledge of nutrition to beauty therapy treatments		
1	Apply knowledge of the importance of nutrition in the performance of beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
2	Apply knowledge of the body's systems to beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Provide advice on dietary guidelines	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
WRBCS412A Apply knowledge of cosmetic chemistry to beauty therapy treatments		
1	Apply knowledge of cosmetic chemistry to beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
2	Apply knowledge of cosmetic products to beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Select products to complement beauty therapy treatments	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates.

		Oral questioning. Theory test.
WRBCS513B Investigate new products and services		
1	Analyse market	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
2	Plan product and service range	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
3	Maintain supplier relations	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
4	Negotiate supply of goods	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
5	Monitor quality control	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
6	Introduce product range	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
7	Maximise profit	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
8	Rationalise stock	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test.
WRBFS202B Design and apply make-up		
1	Prepare client	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test. Portfolio / photographs Face Charts

2	Cleanse face	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test. Portfolio / photographs Face Charts
3	Analyse face and design makeup plan	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test. Portfolio / photographs Face Charts
4	Select products and equipment	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test. Portfolio / photographs Face Charts
5	Apply makeup	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test. Portfolio / photographs Face Charts
6	Apply false eyelashes	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test. Portfolio / photographs
7	Advise on further product use	Practical activity or challenge test. Training completed Job description / performance criteria. Awards, prizes, certificates. Oral questioning. Theory test. Portfolio / photographs Face Charts
WRBFS305B Provide lash and brow treatments		
1	Prepare client for service	Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning
2	Chemically treat eyelash and eyebrows	Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates.

		Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Portfolio of images
3	Shape eyebrows	Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Portfolio of images
WRBFS406B Provide facial treatments		
1	Confirm treatment plan	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Client treatment plan.
2	Prepare client for facial treatment	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Client treatment plan.
3	Prepare treatment area	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Client treatment plan.
4	Perform massage	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning

		Customer Feedback forms
5	Apply skin care products	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Client treatment plan.
6	Advise on further treatments	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Client treatment plan.
WRBFS407B Provide advanced facial treatments		
1	Confirm treatment plan	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Client treatment plan.
2	Prepare client and work area for facial treatment	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
3	Prepare treatment area	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
4	Treat prematurely aged skin	Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation.

		Diaries. Training completed. Job Description and performance criteria. Oral questioning Portfolio of images
5	Treat red, flushed skin (erythema)	Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Portfolio of images
6	Treat mature seborrhea and/or acne	Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Portfolio of images
7	Advise on further treatments	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Client treatment plan.
WRBSS302B Provide temporary epilation and bleaching treatments		
1	Prepare the client for service	Oral Questioning Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal
2	Perform waxing treatments	Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Portfolio of images
3	Perform bleaching treatments	Third party report, letter of endorsement. Practical activity or challenge test. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed.

		Job Description and performance criteria. Oral questioning Portfolio of images
4	Provide aftercare advice	
WRRC51B Communicate in the workplace		
1	Establish contact with customers	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning
2	Process information	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
3	Work in a team	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
4	Maintain personal presentation	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
5	Follow routine instructions	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
6	Read and interpret retail documents	Third party report, letter of endorsement.

		<p>Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms</p>
7	Use numbers in the workplace	<p>Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Practical test</p>
WRRER1B Work effectively in a retail environment		
1	Act responsibly	<p>Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures</p>
2	Act in a non-discriminatory manner	<p>Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures</p>
3	Identify the award/agreement	<p>Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures</p>
WRRLP1B Apply safe working practices		
1	Observe basic safety procedures	<p>Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures</p>
2	Observe basic emergency procedures	<p>Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals.</p>

		Workplace Policies and Procedures
WRRS1B Sell products and services		
1	Apply product knowledge	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
2	Approach customer	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
3	Gather information	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
4	Sell benefits	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Sales targets / reports
5	Overcome objections	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms

		Sales targets / reports
6	Close sale	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Sales targets / reports
7	Maximise sales opportunities	Practical activity or challenge test. Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms Sales targets / reports
WRR03B Provide a safe working environment		
1	Develop policies to establish and maintain a safe working environment	Participant may be asked to complete a challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Workplace Policies and Procedures
2	Consult with staff	Third party report, letter of endorsement. Copy of policy & procedures. Awards, prizes, certificates. Performance Appraisals. Letters of appreciation. Diaries. Reports / documents / emails written. Training completed. Job Description and performance criteria. Oral questioning Customer Feedback forms
3	Establish and maintain a safe working environment	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures
4	Assess risks	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures

5	Control risks	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures
6	Establish and maintain policies for hazardous events	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures
7	Train staff	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures
8	Establish and maintain record system	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures
9	Evaluate policies and procedures	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures
WRRM2B Perform routine housekeeping duties		
1	Organise work area	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures
2	Clean work area	Participant may be asked to complete a practical activity or challenge test. Training completed. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Workplace Policies and Procedures
WRBCS202A Apply techniques to update knowledge of the beauty industry		
1	Source information on the beauty industry	Participant may be asked to complete a practical activity or challenge test.

		Training completed. Diaries. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Membership to industry associations. Industry workshops attended.
2	Source and apply information on legal and ethical issues for the beauty industry	Participant may be asked to complete a practical activity or challenge test. Training completed. Diaries. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Memberships to relevant professional associations.
3	Update beauty industry knowledge	Participant may be asked to complete a practical activity or challenge test. Training completed. Industry workshops attended. Magazine subscriptions. Diaries. Job Description and performance criteria. Report / Performance Appraisal Oral questioning Performance Appraisals. Membership to industry associations.

I understand that RPL fees (*where applicable*) are payable in full and are non-refundable, regardless of the outcome. I also understand that unpaid fees may attract a late fee and may be followed up by CMA through a debt collection agency if they remain unpaid. I have read and understand this statement:

Signed: _____ Date: _____
 ____/____/____